

REQUEST FOR PROPOSALS
INFORMATION TECHNOLOGY MANAGED SERVICES
QUESTIONS AND ANSWERS

What company is currently providing these services? And how long has the current Company been serving the City?

Computer Solutions
9 Years

How much did the City pay for the Services for the last two (2) years?

\$52,000/annually

Is the current Company's office serving the City located in the City?

Yes

How many individuals, by labor category, are currently supporting this contract by the incumbent? Of those individuals, how many are onsite(customer facility) and how many are offsite at the contractor facility?

Technicians – 8
Engineers – 2
Senior Engineers – 4
Project Managers - 1
Sales Rep – 2

All are housed offsite but as per the contract there is 8 onsite support hours per month. Also a technical resource is dispatched onsite as required to support Critical Issues requiring expedited standard business hours support or after hours support.

Are the current Services the same as those described in the RFP?

Yes

Is Service required in English only or are other languages required?

English Only

What ITSM system does the City use? Does the City plan to keep using that system?

It is an industry leading ITSM utilized by incumbent. We would be open to utilize the system recommended by IT Managed Service Vendor that is awarded the contract.

What are the key elements or aspects of the Services provided currently would the City like to improve upon in the future?

This would be discussed with the IT Managed Service Vendor that is awarded the contract.

Is there any incumbent on this RFP? if yes, please provide the incumbent details.

Yes

Computer Solutions

What is the annual budget for this RFP?

Currently - \$52,000/annually

What was last year's spending?

Same as above.

Is it single award or multiple award contract?

Single Award

Is remote work allowed?

Yes

Duration of the contract?

A 3 year contract with up to two - 2 year renewals

Is there any MBE/FBE/CSB or any other mandatory subcontracting goal?

No, there is not any mandatory subcontracting goals.

Please provide current bill rates or markup rates.

Monthly Maintenance Fee - \$4,275

- Monitoring – Desktop & Server
- Maintenance – Desktop & Server
- Management – Desktop & Server
- 8 hours onsite resource per mth

1. Will the City please extend the proposal due date?
No
2. What will be the awarded contract duration?
A 3 year contract with up to two - 2 year renewals
3. How many users are going to be supported?
80
4. Who is the current incumbent vendor providing IT services?
Computer Solutions
5. How many contractor personnel provide onsite and remote support to the City?
Technicians – 8
Engineers – 2
Senior Engineers – 4
Project Managers - 1
Sales Rep – 2
6. What are the titles of the contract personnel that provide support to the city?
See above question
7. What is the annual spend for the incumbent vendor and current contract?
\$52,000/annually
8. What is the annual overall IT budget?
\$281,884
9. Reference RFP I – Please define level of effort needed for 24 hour operations for Public Safety.
A Technician and/or Network Engineer to be available for on-call basis during business and/or after hours depending on the ticket/issue. This might involve on-site if ticket/issue cannot be resolved via remote access.
10. Reference RFP I – What does the city consider “standard and acceptable maintenance and support benchmarks” - ITIL Standards and practices
11. Reference RFP I – Are there Service Level Agreements (SLAs) in place for the current contract and if so what are they?
Yes

Priority Level		Service Hours	Response ¹	Action ²
Priority Level 1	A critical service, IT related equipment, or service loss that impacts the entire organization, critical workgroup or critical work function to conduct operations. This priority level requires both Computer Solutions and the customer to provide dedicated full time resources to the remediation of issue until it is resolved or downgraded in priority by Computer Solutions or the client.	Business Hours	30 minutes from notification	2 Hours from notification
		After Hours	2 Hours	4 Hours
Priority Level 2	An existing service/IT related equipment/service provider is unavailable or severely degraded that impacts the ability of a workgroup or work function to conduct operations. This priority level requires both Computer Solutions and the customer to provide resources during normal business hours to the remediation of issue until it is resolved or downgraded in priority by Computer Solutions or the client.	Business Hours	2 Hours	4 Hours
Priority Level 3	Issues that are non-urgent in nature and can be addressed remotely without interrupting the function of business operations and will only be addressed during standard business hours.	Business Hours	1 Days	3 Days
¹ Response - Time to identify and assign an appropriate resource to begin resolution.				
² Action - Time for initial troubleshooting to begin remediation process and escalation to appropriate resource.				

12. Reference RFP I – If SLAs are in place is the incumbent vendor meeting them each month?
Yes
13. Reference RFP II – Please provide a list of Hardware that Intratek will need to support.
- Please list Model / Ages of PC's deployed.
 - Does the City have "Spare" PC's available?
We keep 2 to 3 spares
 - Who is responsible for purchasing spare equipment?
The City
14. Reference RFP II – What Public Safety Systems is the City using?
Tyler Public Safety – RMS and CAD
Firehouse
L3 Video
Crash Diagram
Brazos Ticket Writer
Systems on Servers for Archive purposes: Cardinal BadgeSE, Emergin, Sweetsoft

15. Reference RFP II – What Criminal Justice Information Systems (CJIS) Security Policy is the City currently using? [Version 5.5](#)
16. Reference RFP III– Please List all applications, databases with current versions and detail any NON COTS software.
[InCode – Version 9](#)
[Tax Office – for archive purposes](#)
[See questions #14 for Public Safety Software](#)
17. Reference RFP III– Please provide detail of specialized software and associated hardware.
[The City has ten 10 servers \(5\) running Windows Server 2012 Standard, \(4\) Running Windows Server 2008 Standard and \(1\) running Windows Server 2008 R2 Enterprise. ALL of these servers are VMware Virtual servers running on two Physical Hosts. The City e-mail is hosted on a local Exchange 2013 Server.](#)
18. Reference RFP III – What is the tool currently used to track City related hardware? [ITSM](#)
 - a. Does the City have a current, up-to-date inventory of all City computer related hardware? [Yes](#)
 - b. Will the awarded vendor need to perform a manual hardware inventory upon contract award? [No but will expect that your ITSM will have this ability.](#)
19. Reference RFP III – Does the City have a current help desk software in place and does it have a knowledge base? [Yes](#)
 - a. What Service Desk software is currently in use? [It is an industry leading ITSM utilized by incumbent.](#)
 - b. Is it ITIL compliant? [Yes](#)
 - c. What is the city’s current monthly call volume? [103](#)
 - d. What is the current monthly call breakdown? [IE 80% password resets, 10% software issues, 10% hardware issues. 10% Password Resets, 40% Software Issues, 25% Hardware and 25% Network](#)
 - e. Does the city own the Service Desk software? [No](#)
 - f. If no service desk software is available will vendor be implementing a new service desk software? [Yes](#)
 - g. Would this be billed as a special project? [No](#)
 - h. Who will be responsible for paying for the Service Desk software? [This should be part of the full Managed Service Proposal](#)
 - i. Does the City have any existing documented help desk procedures? [Yes](#)
 - j. Please clarify “remote support and telephone support is available”. [Currently the City’s Managed Service Provider has the ability to remote into our system to trouble shot and monitor.](#)
 - k. Does the City envision the help desk being onsite at City facilities, or in the vendor’s facility? [At vendor’s facility](#)
20. Reference RFP III– What “City system” needs to be configured to enable remote access in a secure environment? [PCs and Servers](#)
 - a. Does the City have a data backup policy in place? [Yes](#)
 - b. If yes, will the City please provide the policy? [We utilize Barracuda – daily backup onsite for new data and full weekly offsite backup.](#)
21. Reference RFP IV.7.d – What is meant by “problem escalation”? [What is your protocol when a ticket/issue cannot be resolved remotely – procedures from remote support to onsite support](#)
22. Reference RFP IV.7.e – Please clarify “conflicts”. [Non-resolution to a ticket/issue](#)

23. Reference RFP IV.7.f – What is the phrase “response time” referring to? Does “resolving problems” align with the ITIL definition of a problem? [Response time is the time from which the issue is reported to the time the Managed Service Provider begins remediation of the issue. Yes.](#)
24. Reference RFP IV.2.g – What are the City’s size standards for small, minority and woman-owned business? [Office of Small Business Assistance of the Texas Department of Commerce Section 1.03 State Purchasing and General Service](#)
25. Reference RFP IV, Submittal Requirements – Where in the proposal are completed Attachments C and D to be included? [At the end of the proposal.](#)
26. Reference Attachment E.6 – Is an Indemnification Bond applicable to this procurement or does that simply mean we need to provide liability insurance? [This would be discussed with the IT Manage Service Vendor that is awarded the contract.](#)
27. Reference Attachment G – Do offerors need to complete this form and submit as part of the proposal? If yes, where is it to be included in the proposal? [Yes at end of the proposal – all attachments should be in order at the end of the proposal.](#)

What is the City’s holiday schedule?

[New Year’s Day](#)

[Memorial Day](#)

[Thanksgiving Day](#)

Martin Luther King, Jr. Day
Presidents' Day
Battle of Flowers Parade
Good Friday

Independence Day
Labor Day
Veteran's Day

Day after Thanksgiving
Christmas Eve (Observed)
Christmas Day (Observed)

Who is the current Information Technology Managed Services provider?

Computer Solutions

What is the current service provider's org chart?

This is proprietary

Does the City and/or current service provider subscribe to a Microsoft Enterprise Agreement?

Yes

How many City end users?

80

What is the current equipment refresh life cycle?

3 years for PCs

What operational standards and leading practices does the City and/or current service provider adhere to? ITIL standards and practices

What is the historical monthly call volume for the last six (6) months?

600 – total – average 103

What is the number of service calls breakdown for Tier 0 (Self Help), Tier 2 and Tier 3 support?

Tier 3 – 50%, Tier 2 – 25%, Tier 1 – 25%

What is average duration of a help desk service call?

45 mins

What is the current help desk service management tool and version?

It is an industry leading ITSM utilized by incumbent.

Who owns the current help desk service management tool; the City or the current service provider?

Computer Solutions

What features of the current help desk service management tool are being used?

All

What additional features would most benefit the City?

Being able to pull the tickets from desktop and tracking of tickets.

How has the current help desk service management tool been customized?

As Information Services Manager I receive a copy of every ticket so that I can follow the progression from open to close to ensure that it is completed in a timely manner and that the same issue does not keep occurring.

On a scale of 1-10, 10 being the highest, how satisfied is the City with the current help desk service management tool?

8

What standard desktop applications does the City currently use?

Microsoft Office, Adobe, Java

What complex applications are currently being used by the City?

Tyler Public Safety – RMS and CAD

Firehouse

L3 Video

Crash Diagram

Brazos Ticket Writer

InCode – Version 9

Systems on Servers for Archive purposes: Cardinal BadgeSE, Emergin, Sweetsoft, Tax Office

What database applications are currently being used by the City?

Tyler Public Safety – RMS and CAD

Firehouse

L3 Video

Brazos Ticket Writer

InCode – Version 9

What is the current communications (VoIP) environment?

The City currently has a mixed VoIP and Digital environment.

Does the current service provider manage communications, or does the City have a separate vendor agreement in place for telco/communications support?

A separate vendor.

Who is the current telco/communications service provider?

Mitel

Who is the City's current Disaster Recovery service provider?

Barracuda

Where are maintenance records/agreements stored?

The Asst to the City Manager keeps track of all maintenance agreements with the assistance of the Managed Service Provider

What is the City's and/or current service provider's Knowledge Base tool?

This is proprietary

What operations and procedural documentation currently exists?

Printers, Software Installs, Administration, Knowledge Base, Policies, SOPs, Drive mappings, MS Licensing, Servers and Applications, Configs.

What specialized software is currently being used by the City?

Incode, RMS, , OMNIXX/TLETS, Schlage, Firehouse, badgeSE, PASP, Smartdraw, NetMotion Mobility, 911 Instant Retrieval, CourtSE, Emergin, KNOX Medvault, L3 Digital Evidence, Rosetta Stone, SweetSoft – Billing, Tax Office, Scene PDPro, FleetCIP, Firebird, Brightsigns.

What is the quantity/make/model of network printers?

HP CP2025
HP LJM401
HP LJ M601
HP LaserJet 3052 Series
HP LaserJet M1530

What is the quantity/make model of desktop printers?

The City does not have a current list.

What is the quantity/make model of MFDs/copiers?

Xerox 7845 - three
Ricoh MPC3504 - one

What is the quantity/make model of personal mobile devices (i.e. smart phones, tablets, etc.)?

15 iPads

Do not have a list of personal mobile devices

Where does the Configuration Management Database reside?

City Hall

What current network documentation and procedures exists?

Network Diagram
Sever and software listing
IP Addresses
Inventory List – PCs, Switches
Rack Layout

What security policy/standards does the City and/or current service provider adhere to?

CJIS Version 5.5

Does the City require that the service provider provide facilities; or will the City provide facilities?

The City does not provide facilities.

What are the specific position titles for current personnel?

The City does not have an IT department – the Assistant to the City Manager/Information Services Manager oversees the Managed Service Company that is contracted.

What are the specific roles and responsibilities for current personnel?

See question above

How are each of the evaluation criteria weighted?

Experience – 25%

Understanding of services to be provided – 15%

Personnel expertise – 10%

Response Time – 20%

Pricing – 20%

Satisfaction of clients/end users – 10%

How many computers and servers does the city have? There are 10 Microsoft Windows servers being utilized throughout the City's departmental infrastructure. There are approximately 63 PC's in the departmental areas to be covered under the service and support agreement with the successful vendor.

Would we be providing any day to day support for end users, or only maintenance and support when required on the servers? Both

What is the expected monthly ticket volume? 103

Are you wanting two bids from each vendor, one for as needed (hourly) and one for preventative maintenance (monthly)? Or one bid on each from vendors? One the incorporates a full Managed Service Contract.